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CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:
Date: June 9, 2004 Name: John G. Rauch Signature: [Signature]

**BRINKS
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GILSON
& LIONE**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Wan, Dadong, et al.
Appln. No.: 10/804,580
Filed: March 19, 2004
For: REAL-TIME SALES SUPPORT AND LEARNING TOOL
Attorney Docket No: 10022/457
Accenture Ref. 01547-00/US

Examiner: not assigned
Art Unit: 3621

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

- ☒ Preliminary Amendment and 14 replacement sheets drawings; Information Disclosure Statement; form PTO-1449 (one sheet); copy of references A1-A3
- ☒ Return Receipt Postcard

Fee calculation:

- ☒ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$_____ for a _____-month extension of time under 37 C.F.R. § 1.136(a).
- ☐ A petition or processing fee in an amount of \$_____ under 37 C.F.R. § 1.17(_____).
- ☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total		Minus			x \$9=			x \$18=	
Indep.		Minus			x 43=			x \$86=	
First Presentation of Multiple Dep. Claim					+\$145=			+\$290=	
					Total	\$		Total	\$

Fee payment:

- ☐ A check in the amount of \$_____ is enclosed.
- ☐ Please charge Deposit Account No. 23-1925 in the amount of \$_____. A copy of this Transmittal is enclosed for this purpose.
- ☐ Payment by credit card in the amount of \$_____ (Form PTO-2038 is attached).
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

6/9/2004
Date

[Signature]
John G. Rauch (Reg. No. 37,218)

A circular black ink stamp from the Office of Intellectual Property (OIP). The text "OIP" is at the top, "JUN 14 2004" is in the center, and "PATENT & TRADEMARK OFFICE" is at the bottom.

Date of Deposit

Name of applicant, assignee or
Registered Representative

Signature

6/9/2004
Date of Signature

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

For REAL-TIME SALES SUPPORT AND
LEARNING TOOL

))))))))))

Group Art Unit No. 3621

PRELIMINARY AMENDMENT

Dear Sir:

Remarks begin on page 3 of this paper.

Application no. 10/804,580
Preliminary Amendment dated: June 9, 2004

Amendments to the Drawings

The attached 14 sheets of drawings include formal drawings of FIGS. 1-14. These sheets replace the original sheets including FIGS. 1-14.

Attachment: Replacement sheets pages 1 of 14 through 14 of 14.